

Luis Nieto

Computer Systems and MBA

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11+ years | Linux | Automation | DevOps | Docker | Kubernetes | Ansible | Python | Networking | Security
Troubleshooting | System Reliability | On-Prem | Cloud Infrastructure (Rackspace Cloud, AWS)

WORK EXPERIENCE

Rackspace Technology

Remote • 11/2019 - 11/2024

Linux Support Engineer II

As a Linux Administrator: Administration, support, and troubleshooting for dedicated servers, VMware private cloud, Rackspace public cloud, AWS, Azure, Google Cloud, DNS, Apache, Nginx, MySQL, MariaDB, Postfix, PHP-FPM, WordPress, and Plesk. Worked with Linux distributions such as RHEL, Oracle Linux, Ubuntu, and Debian, as well as PCS Clusters. Diagnosed and resolved networking and security issues, optimizing system performance and reliability.

As an SRE: Patching, troubleshooting.

Grupo Salinas

CDMX Hybrid • 04/2018 - 10/2019

Technical Leader in Infrastructure and Operating Systems

Led IT infrastructure projects focusing on Linux administration, automation, and optimization. Managed 400+ Linux servers (RHEL, CentOS, Oracle Linux). Developed Ansible playbooks for automation, monitoring (Nagios, Splunk), and server certification. Created Python scripts for operational automation. Designed, orchestrated, and maintained Docker environments for deployment, implementing CI/CD pipelines with Jenkins and Git. Implemented Kubernetes and Rancher for container orchestration and cluster management. Performed advanced troubleshooting. Administered KVM Hypervisors and Nutanix, managing VMs, snapshots, DRP, and migrations. Managed CMDB tools, monitored physical/virtual resources, and handled log administration for system integrity. Assigned tasks based on team strengths, fostering collaboration and efficiency.

Televisa

CDMX • 09/2012 - 03/2017

Maintenance Engineer

Managed data center operations with 50+ Windows/Linux servers (RedHat, Windows Server), Failover in Windows Clusters, Cisco network infrastructure (VLANs, Nexus 7009), and backups (RAID 6). Administered domain servers for 100+ users and AVID's Interplay system (512TB RAID 1), along with Nearline storage solutions using DIVArchive. Provided support for 50+ workstations, delivered networking training, and was honorably appointed as IP Operations Manager at Televisa San Angel during live telenovela finales, overseeing network operations for interactive audience activities.

El Arte del Vino (the art of wine)

Veracruz • 03/2010 - 06/2012

Operations and IT Support

Managed business operations, performed PC maintenance, and developed the company's website (elartedelvino.com.mx) using WordPress to improve online presence. Handled billing, inventory, and supplier communications to optimize efficiency.

Café Manager

Veracruz • 11/2007 - 12/2009

Supervised daily operations, managed staff, and handled budgeting to ensure efficient service and profitability.

EDUCATION

MBA

Universidad Cristóbal Colón 2006 – 2008
Professional License: 13969968

Bachelor's degree in Computer Systems

Universidad Cristóbal Colón 2001 – 2005
Professional License: 4890844

CERTIFICATIONS

Docker Foundations Professional Certificate • 01/2025 – Present – Docker

Learning Kubernetes • 01/2025 – Present – LinkedIn

Learning Cisco CLI Switch Configuration • 12/2024 – Present – LinkedIn

How to Learn Faster • 11/2023 – Present LinkedIn

AI-Ready • 09/2023 – Present – Rackspace Technology

Artificial Intelligence and Business Strategy • 08/2023 – Present – LinkedIn

Generative AI for Business Leaders • 08/2023 – Present – LinkedIn

CLIFTON STRENGTHS

Responsibility • Learner • Achiever • Ideation • Belief